

**Equal Opportunities Information
West Central Region**

1. Name and Title of Local EO Officer / Representative **Patricia Carter, Director of Finance**

2. Has his/her position title, address, telephone number (voice and TDD/TTY) and other information indicating that the Missouri Career Center does not discriminate on any prohibited ground, been made public? **Yes XX** Where? **Posters and Complaint and Grievance Forms**
 - (1) Posted (Please indicate where it is posted) **Yes XX**
 - (2) Disseminated in internal memoranda (Please provide a copy) **Yes XX**
 - (3) Other written or electronic communications (Please provide copies) **Yes XX**
 - (4) Included in handbooks or manuals (Please identify where) **XXX No**
 - (5) Made available to each participant, and a part of each participant's file. **Yes XX**
How? What formats? **Complaint & Grievance Forms**

Is it available to individuals with visual and/or hearing impairments Yes No How?

Is it available in a language other than English Yes No If so, what languages?

When and how is it provided to participants, employees and the general public?

During each presentation to orient new participants **Yes XX** How?
Complaint & Grievance Form

During each presentation to orient new employees **Yes XX** How?
Complaint & Grievance Form and verbally

To the general public **Yes XX** How?
Posters/Forms

Other _____

3. What related training has the Local EO Officer obtained in the past two years?
Conference workshops on diversity; Federal and state labor law training

4. What accommodations and/or reasonable modifications have been made to communications, processes, or equipment in an effort to either alleviate or satisfy requests made by qualified individuals with disabilities? **DWD has provided multiple hardware and software accommodations at each Center, i.e. telephone amplifiers, special keyboards, etc.**

5. Are auxiliary aids or services available for individuals with hearing impairments (TDDs/TTYs), or equally effective communications systems, such as telephone relay services. **Yes XX**
At Lexington, Clinton, Sedalia, and Nevada

6. What other appropriate auxiliary aids or services are available for individuals with visual or hearing impairments or any other needs?
Big eye software for visually impaired
Elevator – Sedalia DWD building

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7. How have these or other services been made available to diverse populations?
Yes – available to all populations
8. Is the appropriate signage at the primary entrance to each of the inaccessible facilities?
Yes XX
9. What aids or services are planned for the future and what is the timeline for future implementation?
Additional training as it becomes available, upgrades to software where needed
10. Review posters, flyers, broadcasts and other forms of communication for language regarding specific wording required on notices. "EQUAL OPPORTUNITY IS THE LAW". List everything that is available and indicate if verbiage is included.
Les Robinson is the DWD contact person for equipment/software for hearing And visually impaired individuals
11. What marketing strategies have been used beyond, or in addition to, those described above for posters, flyers, and broadcasts for reaching customers of diverse groups.
No specifically targeted marketing strategies
12. Is the "assurance statement" and other required statements included in the following items?
Policies and Procedures **Yes XX**
Contracts **Yes XX**
Other Plans **Yes XX**
13. What are the local policies and procedures for handling a complaint? Please attach a copy if available.
Copy of forms attached. First step is to diffuse situation at the service provider Level. If further intervention is necessary, contact made with Complaint/Grievance Officer, Patricia Carter.
14. Please provide copies of all Final Determinations made in the last two years.
None
15. What steps have been taken to ensure universal access to WIA Title I programs and activities?
Universal access available through Career Centers in the West Central Region
 - Advertising in the media, such as newspapers or radio programs? **Yes**
 - Sending notices to schools or community service groups that serve various populations? **Yes**
 - Consulting with appropriate community service groups? **Yes**
16. What efforts have been made to include members of different sexes, various racial and ethnic groups, individuals with disabilities, and individuals in differing age groups?
 - What Services have been increased or enhanced?
 - What Marketing strategies have been used?
 - What groups were targeted?
 - Anything else? **WIB Board Strategic Plan, Business Services Outreach Plan, Partner meetings, training offered at Career Centers**

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17. Have strategic decisions been made to target specific groups in your region? If so, which groups have been targeted and why? Has participation increased for the targeted groups?
Veterans, different nationalities, and ethnic backgrounds
18. What has been done to increase accessibility of services for those from diverse population groups? How have these changes been implemented?
Currently researching grants for services to diverse populations. Interpreters available for services. Outreach activities, Job Fairs, Employer Expos.
19. In your opinion, how has performance been increased within the diverse populations in your area? What measure can you use to reveal this performance change?
20. What monitoring has been done to ensure the sub-recipients are complying with the nondiscrimination and equal opportunity provisions of Section 188 of the Workforce Investment Act of 1998 (WIA)?
Continuous Improvement Reviews/compliance monitoring is conducted by the WDB office of all subcontractors annually. Services provided through the Career Centers are monitored. WIA/CAP providers receive technical assistance training one or more times annually.